



Research Briefs from Crafton Hills Office of Research and Planning

Disabled Student Programs & Services Point of Service Evaluation Results Fall 2009

Overview: In the fall of 2009, the Crafton Hills College (CHC) Disabled Student Programs & Services (DSPS) administered a Point of Service (POS) evaluation to gain “customer satisfaction” feedback from the students they serve. While the POS evaluation was available to all students visiting the DSPS office from November 9th, 2009 through November 30th, 2009, not all students necessarily completed it. Additionally, because no identifying information is collected, there is no way to know if students completed the survey more than once. The purpose of this report is to disseminate findings of the fourteen participants who submitted the half page evaluation.

Methodology: The POS evaluation included seven questions using a five-point Likert scale with choices ranging from *Strongly Agree* to *Strongly Disagree*, and three open-ended questions. The first open-ended question asked students the reason for their visit to the office. Following the Likert scale questions, the second open-ended question asked for any additional comments or questions they might have. The final open-ended question asked for students’ contact information if they wanted to further discuss their comments, questions, or concerns.

RESULTS

Sample: The Point of Service (POS) evaluation was completed by 14 participants during their visit to the DSPS office.

Findings: The first open-ended question was answered by 79% of the respondents. When asked, “What is the reason for your visit”, the following 11 statements were provided.

- Help with physics
- Needed a place to do my homework with help.
- Register for spring 2010 classes.
- Studies
- Studying, tutoring and test taking
- Tests

- The positive upbeat atmosphere!
- To get help with various assignments
- Tutoring
- Tutoring and help with homework
- Use computer to register

Overall, respondents were pleased with the level of service they received during their visit to the DSPS office. As Table 1 indicates, 100% of the respondents agreed or strongly agreed with all of the service evaluation statements.

Table 1	Strongly Disagree		Disagree		Neutral		Agree		Strongly Agree	
	%	N	%	N	%	N	%	N	%	N
This is a high quality service	0	0	0	0	0	0	21	3	79	11
I believe my needs were met	0	0	0	0	0	0	21	3	79	11
I would recommend this service to a friend or fellow student	0	0	0	0	0	0	21	3	79	11
I received exactly the services/information that I needed	0	0	0	0	0	0	29	4	71	10
The services/information that I received will help me maintain or pursue my academic goals	0	0	0	0	0	0	21	3	79	11
In general, I am satisfied with this service	0	0	0	0	0	0	21	3	79	11
If I had to do it over, I would choose to access this service again	0	0	0	0	0	0	21	3	79	11

When given the opportunity to leave additional comments, questions, or concerns 50% of the respondents chose to do so. The following seven statements were offered:

- Always helpful when I have questions. Has good snacks.
- Everyone always tries to help you out.
- Great people who are here always willing to help.
- I could not have done it without the DS.
- Everyone is so nice and helpful. Good job!
- Keep up the great work!
- Without them I do not know what I'd do.